



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18
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Title of Invention	CALL PROCESSING SYSTEM AND SERVICE CONTROL POINT FOR HANDLING CALLS TO A CALL CENTER				
Application Number:	10/798510				
Confirmation Number:	6383				
First Named Applicant:	Minh Khuc				
Attorney Docket Number:	1271a				
Art Unit:	2642				
Search string:	(6731744 or 5206903 or 5592541 or 5631954 or 5675635 or 5828740 or 6185292 or 6215858 or 6266699 or 6311231 or 6366658 or 6415027 or 6470010 or 6175822 or 6470081 or 6470008 or 6529504).pn.				
US Patent Documents					
Note: Applicant is not required to submit a paper copy of cited US Patent Documents					
init	Cite.No.	Patent No.	Date	Patentee	Kind
1	6731744	2004-05-04	Khuc		Class
2	5206903	1993-04-27	Kohler		Subclass
3	5592541	1997-01-07	Fleischer III et al.		
4	5631954	1997-05-20	Evans		
5	5675635	1997-10-07	Vos et al		
6	5828740	1998-10-27	Khuc et al.		
7	6185292	2001-02-06	Miloslavsky		
8	6215858	2001-04-10	Bartholomew et al.		
9	6266699	2001-07-24	Seveik		
10	6311231	2001-10-30	Bateman et al.		
11	6366658	2002-04-02	Bjornberg et al.		
12	6415027	2002-07-02	Malik		
13	6470010	2002-10-22	Szviatovszki et al.		
14	6175822	2001-01-16	Jones		
15	6470081	2002-10-22	Sbisa et al.		

16	6470008	2002-10-22	Khuc
17	6529504	2003-03-04	Sbisa

Signature

Examiner Name	Date
	6/12/05